



# University of Connecticut Student Union Event Manager

## Position Overview:

Under the general supervision of and reporting to the Event Production Coordinator, the Event Manager will provide onsite customer service and support in compliance with all Student Union and related policies and procedures, including but not limited to safety and security, room setups and capacities, equipment management, audio visual (A/V) capabilities, and cue (line) management procedures.

## Position Responsibilities:

### Ambassador/Event Manager Responsibilities

- Responsible for enforcing all Department, University, and related policies and procedures in matters related to the Student Union
- Supports an environment that encourages, values, and delivers outstanding customer services
- Provide access to spaces for customers, unlocking and locking rooms as needed
- Know emergency protocols and assist with emergency procedures when needed
- Attend all scheduled student staff meetings and training sessions
- Coordinate and manage event related details by providing onsite logistics support for all events in and around the Student Union, and in academic buildings as needed
- Access event reports and use them to check and confirm accuracy before an event/meeting
- Serve as the primary guest/customer relations representative
- Complete and submit detailed end of shift report
- Will be expected to follow the direction of the Building Manager during hours when the immediate supervisor is not present in the building

## Ambassador Role-Specific Responsibilities

- Provide support to all spaces in and around the Student Union where Event Managers are not assigned
- Post approved postings on bulletin boards, and monitor bulletin boards for unauthorized or past postings
- Unlock and lock for display cases
- Performing scheduled building rounds

## Event Manager Role-Specific Responsibilities

- Assigned to specific events
- Provide direction to other event-staff as needed (Ex. Event Monitors and Audio-Visual Technicians) for specific events
- Perform post-event inspections
- Assist with cue (line) management
- Ensure event does not exceed venue occupancy limits and document estimated attendance for each event

## Minimum Requirements:

- Ability to follow the directions of peer leaders/student managers
- Ability to provide exceptional customer service in a positive and enthusiastic manner
- Excellent oral, written, and interpersonal skills
- Highly motivated and willing to learn
- Ability to respect the rights and privileges of others and to demonstrate civility to foster an inclusive community
- Flexible schedule availability, including nights and weekends

## Preferred Requirements:

- Basic customer service experience
- Experience working on a team or a work group

- Prior supervisory experience or experience in a peer leadership position
- Experience in a Student Union or equivalent environment
- Event planning, event coordination, or event management experience